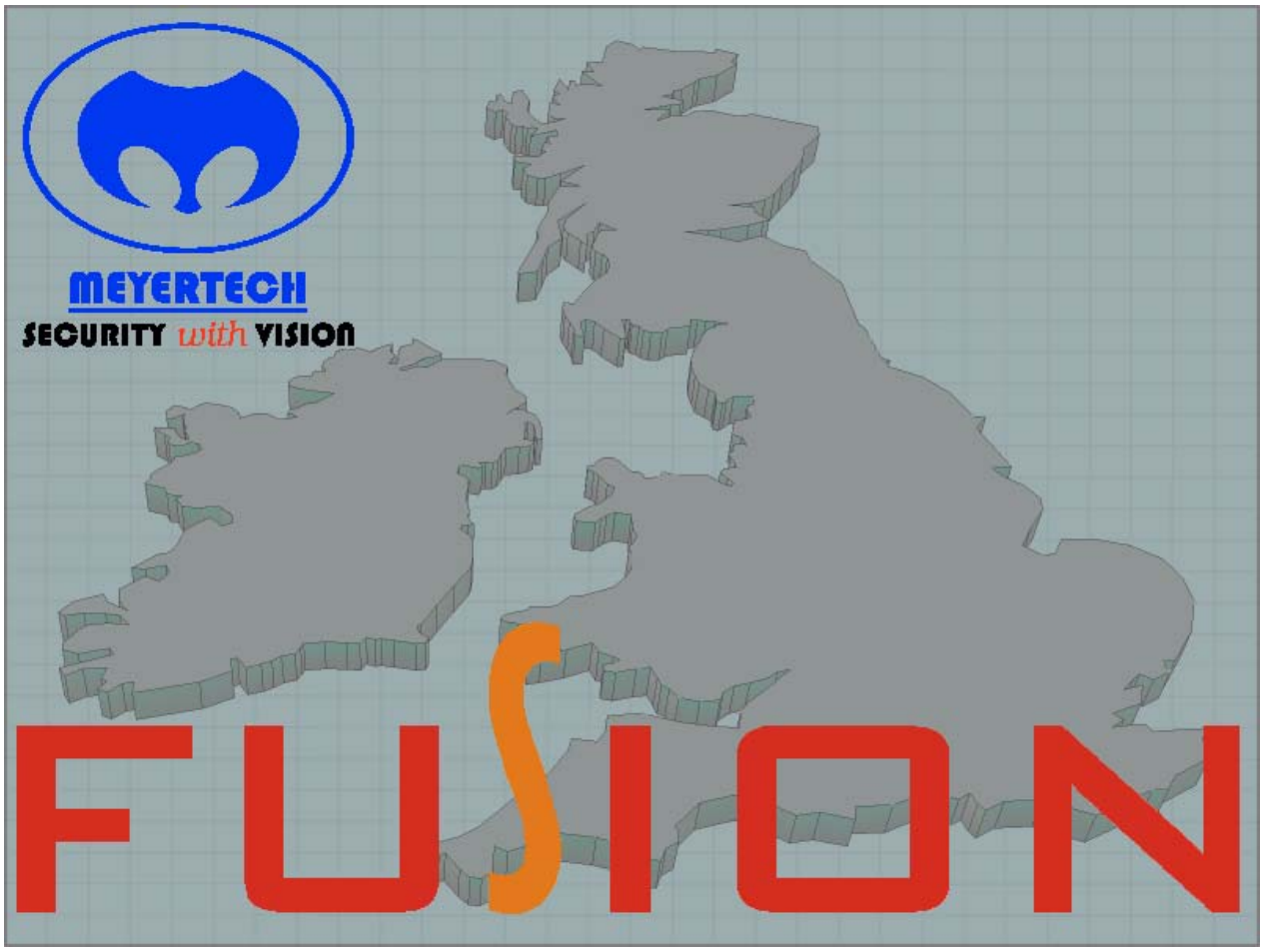
MEYERTECH
SECURITY with VISION

FUSION

FUSION CONCIERGE INSTALLATION GUIDE



FUSION CONCIERGE

Fusion Concierge Installation Guide
Issue 02

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CONCIERGE

Introduction

Thank you for purchasing Meyertech's FUSION CONCIERGE software. Please read this user guide prior to using FUSION CONCIERGE.

What is Fusion Concierge?

FUSION CONCIERGE CLIENT is a collection of software applications developed by Meyertech to help manage concierge telephone systems efficiently and effectively.

FUSION CONCIERGE CLIENT displays extensive caller information when an incoming phone call is detected for the local machine.

FUSION CONCIERGE SERVER translates telephone call data and retrieves caller information from a database before forwarding the data to the client machines.

PABX CLIENT translates telephone strings from the PABX and forwards them to the FUSION CONCIERGE SERVER for translation.

The features described in this manual refer to:

Version 1.0.0.0 of the following Applications:

- **Fusion Concierge Client**
- **Fusion Concierge Server**
- **Fusion PABX Client**

KEY FEATURES

- FUSION CONCIERGE PROVIDES CLIENT SERVER SOCKET ARCHITECTURE FOR MANAGING CONCIERGE TELEPHONE SYSTEMS.
- PABX CLIENT RETRIEVES CALL DATA FROM THE TELEPHONE SYSTEM.
- CONCIERGE SERVER TRANSLATES THE CALL DATA BY USING A MICROSOFT ACCESS SUPPORTED DATABASE.
- INTELLIGENT CONCIERGE CLIENTS BECOME INSTANTLY ACTIVATED AND DISPLAY THE CALLER DETAILS WHEN A CALL IS MADE TO AN ACTIVE CLIENT WORKSTATION.

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CONCIERGE

Fusion Concierge Overview

The individual applications that make up FUSION CONCIERGE will be explained in the sections that follow. The applications that are covered are:

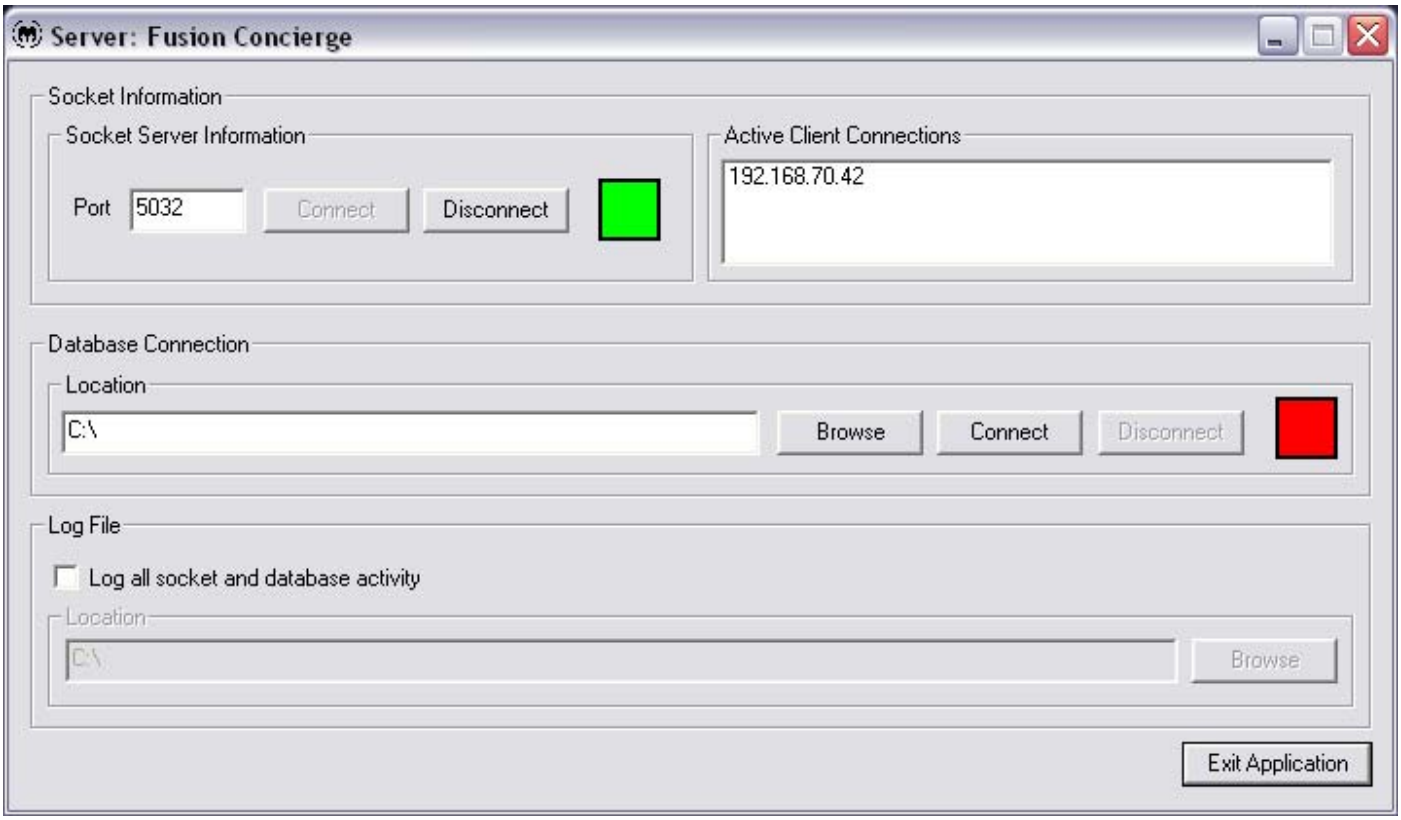
- Fusion Concierge Server
- Fusion Concierge Client
- Fusion PABX Client

The application overview will explain how each of the individual applications is to be used. They act only as guides to using the applications but will not discuss the architecture of the Concierge system and how the individual Concierge applications relate to one another. For an explanation of how the Concierge system fits together and a more detailed discussion about the architecture of the system please see the “Installation Details” section of this manual.

Fusion Concierge Server

GUI

The Fusion Concierge Server, as the name suggests, is the top level application in the concierge architecture. All of the other applications that make up the Fusion Concierge system connect to the server in one form or another.



GUI: Socket Server Information

The socket server information section allows the user to connect to a socket port on the local machine. Once connected to the port the user can disconnect from the port. All other applications should use the open port on this machine as the connection point.

The coloured square is the status block and it displays the status of the socket port connection. If the port is open then the socket status block is green otherwise if the port is closed then the socket status block is red.

GUI: Active Client Connections

The active connections list displays a list of IP addresses for all currently active clients. The clients include Fusion Concierge Clients and the PABX client.

GUI: Database Connection

The database connection section allows the user to connect to the concierge database. The database connection is important as the database is used to translate an incoming telephone call into a large information string that is used to populate the concierge client interface for the target workstation (if applicable).

The edit box is used to enter the path to the database. Only the name of the folder/directory is required. The path can be either a local or a network path but must point to a location where the concierge database exists. Once the path of the database has been specified the connect button can be used to make the connection to the database.

As with the port settings the coloured square is the status block and it displays the status of the database connection. If there is an active connection to the database then the status block is green, otherwise if the database is disconnected then the status block is red.

GUI: Log File

This functionality is currently not available.

Fusion Concierge Server Setup

To set up the server so that it is both ready for client connections and ready to retrieve information from the database, each of the sections (database and socket port) must have green status blocks. The server application is now ready fully configured.

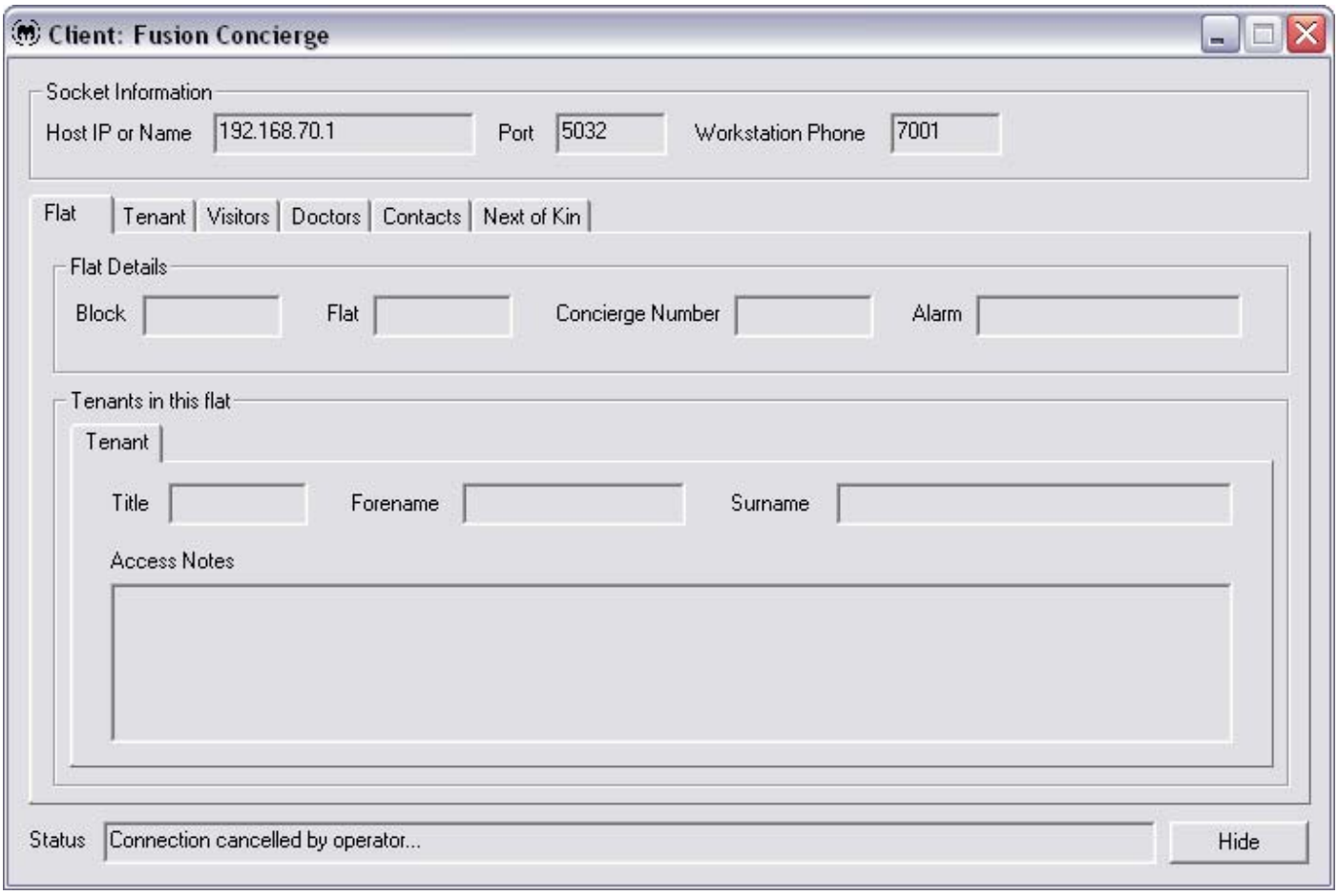
Once the server has been configured and connected, it is possible to minimize the application to the system tray. The application will be displayed as the Meyertech symbol in the system tray and a double-click on the icon will maximize the application. Whilst the application is minimized it takes up no space in the windows task bar.

Fusion Concierge Client

GUI

The Fusion Concierge Client is the application that runs on the FUSION workstations and is used to display the concierge information. Each of the clients needs to be configured in the system registry (see Concierge Client Configuration). The client connects to the Fusion Concierge Server by using the IP address of the workstation that the Fusion Concierge Server is running on using the port that has been opened by the server application.

Each workstation also has a unique workstation phone number that is used by the Fusion Concierge Client. Any incoming calls that are detected by the system for this phone number will result in the Fusion Concierge Client popping-up on the screen with the details of the tenant who has made the call.



All calls that are made to other numbers will be ignored and Fusion Concierge Client will remain in a dormant state. Fusion Concierge Client will continue running in the background until another call is detected for the workstation. When the application is running in a dormant state it will be possible to see the Meyertech logo in the system tray.

On start-up Fusion Concierge Client will automatically start up in it's minimized / dormant state.

GUI: Socket Information

The socket information section displays the settings that have been read from the registry. This provides an important method of checking the clients configuration settings. See the “Concierge Client Configuration” section for more information.

GUI: Details

The details that have been gathered from the database by the Fusion Concierge Server for the tenant who made the phone call are displayed in this section. The details include Flat Details, Tenant Details (for all tenants in flat), Visitor Details, Doctor Details, Contact Details and Next of Kin Details.

GUI: Other

The status bar offers a report to the client with information regarding the details of the connection. The hide button can be used to minimize the application back to the system tray. The application would remain minimized until it received another phone call for the workstation.

Concierge Client Configuration

The Fusion Concierge Client requires a little amount of configuration before it can be executed. The configuration exists in the system registry. Editing of the system registry must only be done by a competent computer user. The registry settings exist in the following registry keys:

HKEY_CURRENT_USER\Software\Meyertech\ConciergeClient\FusionConciergeClient

Registry Key	Description	Default setting
Sockets\Host	The IP address or the computer name of the workstation that hosts the Fusion Concierge Server.	192.0.0.0
Sockets\Port	The socket port which has opened by Fusion Concierge Server.	5032
Telephone\Number	The number of the telephone that will be used to accompany this workstation.	7001

If Fusion Concierge Client is launched and is unable to connect to the server it will display a dialog notifying the user that the connection failed. The user can choose to retry or cancel the connection.

Fusion PABX Client

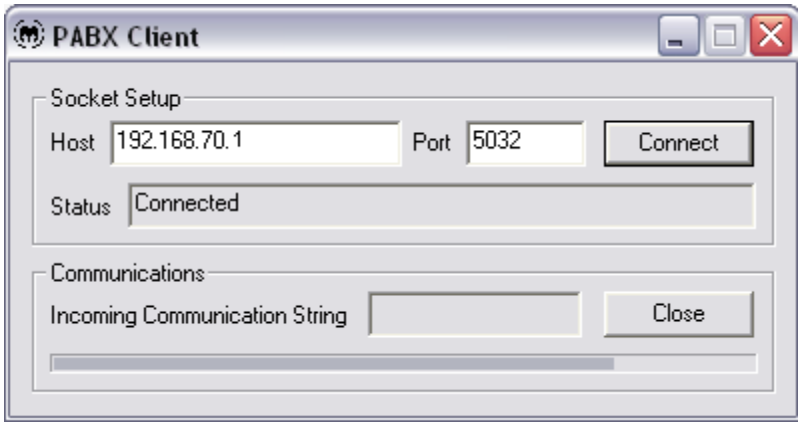
GUI

The PABX Client is used to decode call strings from a PABX system and translate them into commands that can be understood by the Fusion Concierge Server.

Definition

PABX – Private Automatic Branch Exchange

A telephone exchange operated within an organization, used for switching calls between internal lines and between internal and PSTN lines. A PABX can route calls without manual intervention, based entirely on the number dialed.



GUI – Socket Setup

The socket setup section allows the user to connect to a socket port on the Fusion Concierge Server machine. Once connected to the port the user can only disconnect from the port by closing the application. If the application is connected then the status string should read “Connected”. If the PABX Client is not connected to the server then the entire Fusion Concierge system will be idle.

GUI – Communications

In the communications section the user can see an edit box. The edit box displays the data that has been retrieved from the specified communications port (see PABX Client Configuration). The progress bar continues to move to show that the application is responding. Should the application’s progress bar fail to move then the application must be restarted.

PABX Client Configuration

The Fusion PABX Client requires a little amount of configuration before it can be executed. The configuration exists in the system registry. Editing of the system registry must only be done by a competent computer user. The registry settings exist in the following registry keys:

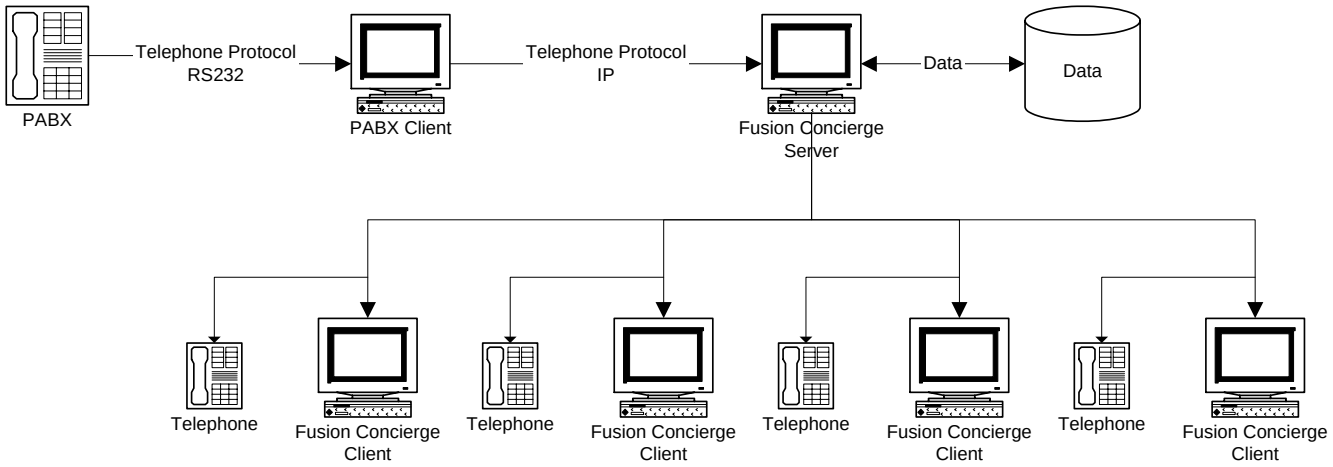
HKEY_CURRENT_USER\Software\Meyertech\PABXClient\PABXClient

Registry Key	Description	Default setting
Communications\Port	Serial Communications Port	1

Installation Details

System Architecture

The Fusion Concierge Server, Fusion Concierge Client and PABX Client are all essential components of the Fusion Concierge system. The following diagram should explain how these applications communicate with one another and it should give a better understanding of how the system goes from raw PABX call string to extensive user data display without any user intervention.



The first point of contact is the PABX Client. The PABX client receives communications strings via an RS232 connection. The PABX Client will translate the protocol strings that it receives from the PABX. It then forwards the command to the Concierge Server over an IP connection. Once the command is at the server, it checks to see if it is required to process the command. Should the Concierge Server be required to process the command it retrieves the relevant information from the data source and distributes the command to the relevant Fusion workstation (which has the client installed).

If the concierge client finds that the information it receives is of use then it will pop-up the dialog box and display the information to the operator.

Fusion Concierge Setup

When setting up the Fusion Concierge system it is important to note that the first application that needs to be set-up is the Fusion Concierge Server. First of all the port should be specified and opened on the server. Following this the database should be located and connected to. Once these connections have been made the Server is configured.

Next we set up the PABX Client. The PABX Client should have an RS232 connection to the PABX itself. Note: - Don't forget to specify the communications port in the system registry. Once we have the physical connection in place from the PABX we need to connect to the server application. The server may be running on another machine on the same network (in which case set the IP address of that machine and specify the open port), but it may also exist on the same machine. In this case we can specify the currently open port for the port and any of the following as properties for the host field:

- local host
- 127.0.0.1
- The IP Address of the current machine.

Once the PABX Client is connected to the server we need only connect our clients to the server (specify the host name or IP and the port number in the registry) and ensure that the workstation has the correct phone number configured as the workstation phone number. Once this is the case, launch the clients and they should all launch in a minimized state in the system tray. All applications are now ready to respond to incoming telephone communications strings.

In the event of an error with the Fusion Concierge Server it must be restarted and all of the other applications that have a connection to the server must also be restarted so that they can reconnect to the server.

Concierge Start-up Procedure

To launch Fusion Concierge the server workstation should be started and allowed to boot into Windows. Once in Windows launch the Fusion Concierge Server application. The application will launch in an idle state. To set the server into action connect to the local port (default port 5032) and connect to the Fusion Concierge Database (default location C:\Meyertech\Database).

Once the server is connected to both the database and the local port, launch Fusion PABX Client. The PABX Client needs to be set-up to connect to the port that has been opened by the server. The following default settings can be used:

Host: localhost Port: 5032

Once these values have been specified the connect button can be pressed and that will complete the server side set-up of the concierge applications.

Finally, ensure that the Fusion Concierge Client's are restarted on all of the client workstations. If there are problems closing the applications during restart then load task manager (Ctrl + Alt + Del) to close the application. The Clients should be pre-configured and should connect to the server automatically on restart.

Servicing and Support

Servicing

See your FUSION manual.

Returns Procedure

See your FUSION manual

Support

Meyertech offer comprehensive levels of support during the product's warranty period. Our support team will be happy to help with any problem you may experience relating to the installation or operation of FUSION CONCIERGE

1. Telephone support (+44(0)161 628 8406), which is available during normal office hours 9AM – 5PM Monday to Friday excluding Bank holidays. This support is free of charge.
2. Email support. Available 24 hours a day. Our normal response to emails is next working day. This support is free of charge. support@meyertech.co.uk
3. By Facsimile (+44(0)161 628 9811). Available 24 hours a day. Our normal response to facsimiles is next working day. This support is free of charge.
4. Site visits. Subject to availability, our engineers are available to attend site to assess and help with particular system problems firsthand. This service is chargeable. Please contact our Support department on +44(0)161 628 8406 for further details and availability.

Meyertech offer Extended Support Contracts on all their software products. Please contact our Sales department on 0161 628 8406 to discuss your requirements or visit our website www.meyertech.co.uk

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Meyertech Limited is a member of the CCTV User Group.

Warranty

Please refer to Meyertech Limited 'Terms & Conditions of Sale of Goods & Services' for interpretation.

1. If the Buyer establishes to the Seller's reasonable satisfaction that there is a defect in the materials or workmanship of the Goods manufactured, then the Seller shall at its option, at its sole discretion and within a reasonable time,
    a. arrange for the repair or making good such defect or failure in such Goods free of charge to the Buyer (including all costs of transportation of any Goods or materials to and from the Buyer for that purpose),
    b. replace such Goods with Goods which are in all respects in accordance with the Contract, or

    subject, in every case, to the remaining provisions of this Condition 1 provided that the liability of the Seller under this Condition 1 shall in no event exceed the purchase price of such Goods and performance of anyone of the above options shall constitute an entire discharge of the Seller's liability under this warranty.

2. Condition 1 shall not apply unless the Buyer:

    a. notifies the Seller in writing of the alleged defect within 12 (twelve) months from delivery or such other period or periods as may be agreed in writing between the Seller and the Buyer, and
    b. allows the Seller a reasonable opportunity to inspect the relevant Goods.

3. For the avoidance of doubt, the Seller shall be under no liability under the warranty in Condition 1 above:
    a. where such defects arise from any drawing, design or specification supplied by the Buyer; or
    b. where such defects arise from fair wear and tear, wilful damage, or negligence of a party other than the Seller (or its employees or authorised personnel), abnormal working conditions, failure to follow the Seller's instructions (whether oral or in writing), misuse or alteration or repair of the Goods without the Seller's approval; or
    c. where such defects arise in parts, materials or equipment which have not been manufactured or designed by the Seller but have been purchased at the Buyer's request by the Seller from the Buyer's designer and manufacturer or from some other third party (the **"Third Party Supplier").**
    d. if the total price of the Goods has not been paid by the due date for payment
    e. in respect of any type of defect, damage or wear specifically excluded by the Seller by notice in writing: or
    f. if the Buyer makes any further use of the Goods after giving notice in accordance with Clause 1

4. Any repaired or replaced Goods shall be redelivered to the Buyer free of charge to the original point of delivery but otherwise in accordance with and subject to these Conditions.

5. Alternatively to Condition 1 the Seller shall be entitled at its absolute discretion on return of the defective Goods to the Seller (at the Seller's request) to refund the price of the defective Goods in the event that such price shall already have been paid by the Buyer to the Seller, or, if such price has not been paid, to relieve the

Buyer of all obligation to pay the sum by the issue of a credit note in favour of the Buyer in the amount of such price.

6. In respect of all Goods supplied to the Seller by a Third Party Supplier the Seller will on request pass on to the Buyer (in so far as reasonably possible) the benefit of any warranty given to the Seller by such Third Party Supplier and will (on request) supply to the Buyer details of the terms and conditions of such warranty and copies of any relevant product information sheets, technical data sheets or product leaflets issued by such Third Party Supplier and the Buyer shall be solely responsible to the entire exclusion of the Seller for complying with the same.

7. For the purposes of Condition 1 references to Goods shall be deemed to exclude software.

8. The Buyer acknowledges that software in general is not error-free and agrees that the existence of such errors in the Software Programs shall not constitute a breach of this Contract.

9. In the event that the Buyer discovers a material error which results in the Programmed Products not performing substantially in accordance with the Functional Specification, or the Licensed Programs not performing substantially in accordance with the relevant Program Documentation and notifies the Seller of the error within 90 days from the date of the Seller making available the respective software to the Buyer (the **`warranty period"**) the Seller shall at its sole option either refund the price which the Buyer has paid to the Seller (or if such price has not been paid, relieve the Buyer of all obligations to pay the sum) in respect of the respective software or use all reasonable endeavours to correct by patch or new release (at its option) that part of the software which does not so comply provided that such non-compliance has not been caused by any modification, variation or addition to the software not performed by the Seller or caused by its incorrect use, abuse or corruption of the software by use of the software with other software or on equipment with which it is incompatible,

10. To the extent permitted by English law, the Seller disclaims all other warranties, with respect to the software which it provides pursuant to the Contract, either express or implied, including but not limited to any implied warranties of satisfactory quality or fitness for any particular purpose.

11. The Buyer is solely responsible for various scanning the software that it receives from the Seller pursuant to the Contract.

12. The Seller warrants that it will use reasonable skill and care in providing the Services to the buyer

Minimum System Requirements

The minimum recommended PC hardware to run FUSION CONCIERGE is dictated by the OS (Operating System) you are running I.E. that recommended by Microsoft for running a particular OS. FUSION CONCIERGE also requires:

1. One free Serial RS232 port (Fusion PABX Client)
2. SVGA 1024 x 768 colour monitor
3. Compatible Network Card

Recommended operating systems for FUSION CONCIERGE are:

1. Microsoft Windows 2000
2. Microsoft Windows XP (default new installation unless specified)

Appendix A

FUSION CONCIERGE CLIENT Start-up Procedure

Normally when the FUSION workstation is powered up, it will automatically load FUSION CONCIERGE CLIENT and the Meyertech Icon should be visible in the system tray. If it fails to do this it is possible to launch FUSION CONCIERGE CLIENT by double clicking the FUSION CONCIERGE CLIENT icon from the desktop.

FUSION CONCIERGE SERVER Start-up Procedure

Normally when the FUSION CONCIERGE SERVER workstation is powered up, it will automatically load FUSION CONCIERGE SERVER. Once the application has been configured, it is necessary to re-establish all client connections (includes both FUSION CONCIERGE CLIENT and FUSION PABX CLIENT) with the server. If the application fails to launch then double click the FUSION CONCIERGE SERVER icon from the desktop.

FUSION PABX CLIENT Start-up Procedure

Normally when the FUSION PABX CLIENT workstation is powered up, it will automatically load the application. If it fails to do this it is possible to launch FUSION PABX CLIENT by double clicking the FUSION PABX CLIENT icon from the desktop.

FUSION Recovery Procedure

If a FUSION CONCIERGE module fails to respond to user input the program or operating system might have crashed. The problem may manifest itself in a number of ways EG a Windows error screen may appear advising the application is about to close, the appearance of the egg-timer icon indicating the system is executing a command; but never completes it resulting in a 'locked-up' appearance; ETC

Fault Logging and Reporting

In order for faults to be fixed in future releases of Windows and FUSION CONCIERGE it is important that all faults are logged and reported to Meyertech.

When you experience a fault please note down as much information as you can about the status of the system when the fault occurred IE:

- What operation, if any was being performed at the time the fault occurred?
- If there are any error messages on the screen please carefully note them down before clearing them.
- How did you rectify the fault EG reset the PC

General Recovery from a Fault

If a minor fault occurs recovery can normally be achieved by simply closing the problematic FUSION CONCIERGE application and then restarting the application. If the problem persists you may have to restart Windows by quitting the problematic FUSION CONCIERGE module and restarting Windows.

Recovery from a Major Fault

Recovery from a more serious fault may mean you cannot exit a FUSION CONCIERGE module. In this case follow the procedure below:

1. Locate the PC keyboard and press Ctrl, Alt, Delete simultaneously.
2. A pop-up window will appear giving you the option to end applications, which are currently running.
3. Select the problematic FUSION CONCIERGE module, followed by 'End Task'
4. Restart FUSION CONCIERGE by double clicking the relevant FUSION CONCIERGE module icon on the desktop.

Alternatively if Ctrl, Alt, Delete does not work. Locate the PC and press the reset button. If the PC does not have a reset button power-down the PC, wait five minutes and then power-up the PC.

If all of the above fail it is possible data corruption has occurred. You may have to:

1. Re-install FUSION CONCIERGE
2. Please contact Meyertech Support

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